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**JANUARY - JUNE 2001 FINAL NARRATIVE REPORT
GOLDEN GATEWAY LIBRARY NETWORK**

Golden Gateway Library Network

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Fiscal/Administrative Officer: signed: Linda Crowe

Name: Linda Crowe **Date:** 9/28/01

Title: President/Chief Executive Officer

Network Council Chair: signed: Susan Hildreth

Name Susan Hildreth **Date:** 9/28/01

Title: Chair: GGLN Council and Board of Directors

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ADMINISTRATION (Section 18841)

A. Establish Regional Council

In accordance with the Golden Gateway Library Network (GGLN) interim bylaws, the first official meeting of the Golden Gateway Library Network Council was held the third Thursday of May: May 17, 2001. Thirty-eight members attended the first Council meeting of the Golden Gateway Library Network.

Standards/Measures/Evaluation:

The service objective was to create the Golden Gateway Library Network and have the organization fully operational by July, 2001.

The Interim Board approved the preliminary Plan of Service and Budget, submitted to the Library of California on March 31, 2001. After preliminary review of the preliminary plan by the staff of the Library of California, a revised Plan of Service and Budget were prepared, presented to the Council in May. The Council approved the Plan of Service and Budget.

The Bylaws were also reviewed and adopted by the GGLN Council.

Evaluation:

The GGLN successfully incorporated, organized and developed operations as planned. Primary efforts have been directed toward creating a dynamic resource-sharing service.

B. Membership/Board of Directors

At the end of January, only 95 libraries had been authorized for membership in the GGLN. However, the membership continued to grow, and by the end of this reporting period, 151 libraries and 409 participating libraries have joined the GGLN.

An Interim Board of Directors/Nominating Committee was appointed by the interim Council on December 12, 2000. The Interim Board/Nominating Committee polled all members for candidates for the Board of Directors and sent out biographies for at least two candidates to fill the 15 Board slots. The Board members were elected by mail before the annual Council meeting on May 17th. Susan Hildreth was elected Chair of the Council and Board of Directors.

The first meeting of the GGLN Board of Directors was held immediately following the Council meeting. Officers were elected: Linda Crowe, President; Annette Milliron, Chief Operations Officer; Roberto Esteves, Secretary; and Donna Truong, Chief Financial Officer.

Standards/Measures/Evaluation:

The number of libraries that joined GGLN makes the GGLN the largest of the seven Library of California regions. The Interim Board has been an effective

means of organizing the Network and preparing the organization for its first formal Council meeting. The Council formally created the new organization, the Board of Directors, and the Plan of Service.

C. Administration and Management

The GGLN has created a Management Steering Committee consisting of Linda Crowe, Incorporator & CEO; Annette Milliron, Chief Operations Officer; Roberto Esteves, Administrative Consultant; Donna Truong, Chief Finance Officer; Gail McPartland, Telecommunications Manager; and Susan Holmer, Electronic and Reference Services Manager, to oversee the administration of all GGLN programs, services and functions. Steering Committee meetings were held on January 26, February 20, March 20, April 5 and May 22.

Standards/Measures/Evaluation:

By using staff from existing CLSA system organizations and consultant contracts, the GGLN was able to put into place an effective management structure. This has helped the organization focus more immediately on services to members rather than solely upon organizational planning and development.

The GGLN was the primary force in preparing a full-day meeting of the various regional networks for review of all seven Plans of Service and Budgets. This meeting was held on March 21. Subsequent meetings (in the new fiscal year) have proven these Regional Contacts meetings beneficial for both the state and the regional staff.

TELECOMMUNICATIONS

A. Telecommunications Resource Sharing Initiative

A "Recommendations for Linked Systems Implementation" was prepared by RMG Consultants and presented to the GGLN Board of Directors at its May 17th meeting. The Board authorized the creation of a "Telecommunications Committee" and authorized the committee to continue investigation of Linked System alternatives and related telecommunications matters (for example: teleconferencing). During the June ALA conference, the GGLN staff reviewed the operations of three vendors (Muse, Bluelight and Webfeat), which might be capable of providing a union catalog as well as protocol to search and retrieve resources from the existing ILL systems in the GGLN area (MOBAC DRA Web2, NBCLS Supersearch, Silicon Valley WebZ, and Link+. The committee plans to invite the vendors to prepare a "Proof of Concept" demonstration in September.

Standards/Measures/Evaluation:

The process of exploring all telecommunications options is not completed, but the members of the Board of Directors and the newly appointed Telecommunications Committee have expressed enthusiasm for the careful analysis and testing of various models. The result is expected to be a cost-effective, flexible and universally available prototype for creating a union catalog and linking libraries with and without Z39.50 capabilities.

B. Regional Communications

The GGLN had been recruiting for a Webmaster to coordinate its various communications programs including, but not limited to: the GGLN Web page, GGLN listservs, GGLN databases and directories. The interviews and hiring of the Webmaster were delayed until the implementation of the GGLN Plan of Service in July, 2001.

Standards/Measures/Evaluation:

During the reporting period, GGLN maintained a simple Web site and listservs for its E-book Consortium and Q&Acafé (Internet Reference Service). When the Webmaster is hired, these services and others will be greatly enhanced.

SHARED RESOURCES/COLLECTION DEVELOPMENT

A. E-book Consortium

A group of GGLN members has created an E-book Consortium, contributing funds and staff to develop a coordinated, shared electronic collection. By the end of March, thirty-two (32) GGLN member libraries were participating in the consortium. Members have contributed \$132,000 to purchase e-books. At the end of March, the consortium had selected 2,690 e-books. In the next quarter, a core collection of e-reference books was offered to all GGLN members and funds provided to share bibliographic records for the consortium's collection.

For more information contact: RobertoE@sfpl.org.

Standards/Measures/Evaluation:

Over the first thirty days (January 15-February 15, 2001), 893 individuals accessed 1,135 books offered by the consortium. This access was without catalog records, public relations materials or connections from many of the member libraries.

The Consortium will begin evaluation of the collection by tracking "turn-away" statistics and analyzing the use of the collection by each member library both individually and as compared to the Consortium as a whole.

B. Resource Sharing Collection (E-books)

Based on the successful cooperative collection development model of the GGLN-E-book Consortium, the Plan of Service articulated the creation of a shared e-resource collection that would introduce e-reference books to all GGLN members. The GGLN consortia members selected the core resource materials (418 titles) and began offering free participation in accessing these titles (including access to the MARC records for each title).

Standards/Measures/Evaluation:

REGIONAL DELIVERY

A Request for Proposal was developed to ascertain the best and most cost-effective delivery alternatives for serving the various members of the GGLN. However, until the membership could be determined, and the number of locations, the actual study could not be undertaken during the planning period.

The firm of Joan Frye Williams & Associates was awarded the contract for this study.

Standards/Measures/Evaluation:

The study will be completed in the fall of 2001.

TRAINING AND CONTINUING EDUCATION

Q&Acafé

A training manual for the Q&A technology was prepared through GGLN. Training for 120 librarians was then held in San Jose.

Standards/Measures/Evaluation:

The success of the training is measured by the number, 120, trained librarians for the Q&Acafé and enthusiasm exhibited by the librarians providing the free, mediated service for patrons of other libraries.

E-Books

Three training sessions on the use of e-books were provided to E-book Consortium members at no charge to GGLN or the members. More than 80 staff members attended the three trainings held in Vallejo, Oakland and San Jose, April 23, 24, 25.

Standards/Measures/Evaluation:

Enthusiasm for e-books remains high in the GGLN area. A listserv of 74 librarians continues to serve the training needs of all e-book participants.

INFORMATION AND REFERRAL

Q&Acafé: Mediate Internet Reference Services

The GGLN has established a prototype mediated Internet reference service. Using Internet switchboard technology that allow live interaction with reference customers, a group of 120 librarians from member libraries is now answering reference questions in real time from patrons in San Bruno, Belvedere-Tiburon, Palo Alto and Pleasanton. The prototype experiment is operating from 3 p.m.-9 p.m., Monday-Friday. During these hours, three librarians located at various libraries answer questions from users located in these communities.

Standards/Measures/Evaluation:

Many positive comments were received in the automatic survey given to each user.

There was an average of 3-5 patrons per day. Expansion to other libraries will happen during the next fiscal year.

PUBLIC AWARENESS

Logo

A new logo for the GGLN was under preparation during this reporting period. The final product will be introduced with the e-book materials (September) and the GGLN Web site (October).

Q&Acafé

Postcards and marketing materials for the Q&Acafé were created for distribution to all citizens of Belvedere-Tiburon and San Bruno. A three-color postcard was mailed to every household in Belvedere-Tiburon. San Bruno used the postcard design as an insert in both water and cable bills sent to San Bruno households. Both communities have advertised the service in community newspapers, on local cable television and through other local advertising media.

Standards/Measures/Evaluation:

The postcards have had impact when directly mailed to community households. A bookmark will soon be created to advertise the program directly to all GGLN library users. Other public relations and marketing techniques will be developed for the growing list of participating libraries.

GGLN and E-books

The GGLN has contracted with Library Communications Strategies (LCS) to prepare a logo and public relations materials for GGLN members. Work began on a series of materials: a promotional kit, bookmarks, posters and buttons for e-books.

Evaluation/Measure of Effectiveness:

The marketing program for e-books will be introduced during the next reporting period. The Consortium members were given drafts of the materials and approved both the concept "E-books: Ready When You Are" and the design of the various materials. The E-book members provided much of the copy and recommendations for the adult and children's bookmarks.

OTHER 2000-01 GRANT-FUNDED PROGRAMS:

MEMBERSHIP ENTREPRENEURIAL STUDY

A grant project established an "Entrepreneurial Committee" to investigate how the GGLN could enhance its financial support and provide value-added services to members. As a result of this project, GGLN members were surveyed in March to ascertain which services that may not receive State funding might be of value to members. The Entrepreneurial Committee also meet with a community "Leadership Committee" to evaluate the community's priority of services for the GGLN.

Standards/Measures/Evaluation:

While a valuable exercise in thinking about LOC and GGLN programs in entrepreneurial terms and evaluating our developing plan of service in terms of "core competencies," the committee concluded that the lack of an operational program and organizational history impeded the ability of the "entrepreneurial evaluation" of the organization and its services. There was also a conflict between the Leadership Committee's idea of valuable services (for the end-user) versus the Entrepreneurial Committee's evaluation from a library perspective. Without a fully operational program, it was difficult to adjudicate the different views of the nascent organization.

LIBRARY OF CALIFORNIA

REGIONAL LIBRARY NETWORK EXPENDITURES, JANUARY-JUNE 2001

Golden Gateway Library Network

DATE 9/27/2001

Program Areas	Budgeted	Expenditures				TOTAL EXPENDED
		Personnel	Operations	Materials	Equipment Over \$5000	
ADMINISTRATION		-----	-----	-----	-----	-----
Library of California	61,000		61,000			61,000
CLSA						
LSTA						
Other						
Total	61,000	-	61,000	-	-	61,000
TELECOMMUNICATIONS *	-----	-----	-----	-----	-----	-----
Library of California	69,000	10,000	59,000			69,000
CLSA						
LSTA						
Other						
Total	69,000	10,000	59,000	-	-	69,000
REGIONAL DELIVERY		-----	-----	-----	-----	-----
Library of California	30,000		30,000			30,000
CLSA						
LSTA						
Other						
Total	30,000	-	30,000	-	-	30,000
TRAINING	-----	-----	-----	-----	-----	-----
Library of California	60,000		60,000			60,000
CLSA						
LSTA						
Other						
Total	60,000	-	60,000	-	-	60,000
REFERENCE	-----	-----	-----	-----	-----	-----
Library of California	116,000	40,000	58,500	17,500		116,000
CLSA						
LSTA						
Other						
Total	116,000	40,000	58,500	17,500	-	116,000
PUBLIC AWARENESS	-----	-----	-----	-----	-----	-----
Library of California	25,000		25,000			25,000
CLSA						-
LSTA						-
Other						-
Total	25,000		25,000			25,000
TOTAL FOR ALL PROGRAMS	361,000	50,000	293,500	17,500	-	361,000

* Includes intraregional communications

SUBMITTED BY: Donna Truong

(Name)

Title: Chief Financial Officer

(Signature)

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(date)

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ANNUAL REPORT: JANUARY – JUNE 2001

Regional Library Network: Golden Gateway Library Network

In January 2001 regional networks were provided with a list of actions to be taken before a network can expend funds, derived from both the Library of California Act and the California Corporations Code. The two primary actions are recognition of the network by the LoC Board and the incorporation as a non-profit organization.

With these two actions taken, the State of California recognizes networks as legal entities. However, there are other actions that networks must take to have the legal authority to expend funds and to undertake activity on behalf of their members. The following list groups items together in the order in which they might or should be accomplished. The first 23 items were those that were to be addressed prior to the network expending funds.

Please provide the date(s) on which the actions were taken, so that we can add it to your regional documentation.

Legal Requirements for Network Operations

Network Action	Date Completed
1. Approval of the Regional Library Network by LOC Board	8/16/00
2. File Articles of Incorporation ¹	10/08/01
3. Obtain federal employer identification number ^{2†}	12/20/00
4. Establish fiscal agent [†]	5/17/01
5. Establish fund accounts [†]	12/20/00
6. Incorporator admits charter members to membership and establishes the Council	8/16/00
7. Prepare and post meeting notice and agenda for 1st Council meeting	5/17/01
8. Incorporator convenes Council	5/17/01
9. Council elects Council Chair	5/17/01
10. Council adopts bylaws and directs Secretary to certify bylaws	5/17/01
11. Council determines authority of the Board of Directors	5/17/01
12. Council elects members of the Board	5/17/01
13. Elect Board Chair	5/17/01
14. Council ratifies selection of agent for service of process, submission of applications for tax-exempt status, selection of fiscal agent and establishment of fund accounts [†]	5/17/01
15. Council determines corporation's fiscal year	5/17/01
16. Council establishes principal place of business (street and mailing address(es))	5/17/01
17. Council adopts plan of service	5/17/01
18. Council adopts budget and approves initial expenditures in accordance with adopted plan of service	5/17/01

ANNUAL REPORT: JANUARY – JUNE 2001

Regional Library Network: Golden Gateway Library Network

19. Council authorizes Chair to appoint committee on membership	5/17/01
20. Council selects library user members	5/17/01
21. Appoint officers	5/17/01
22. Determine where meeting notices to be posted officially	5/17/01
23. Authorize payment of incorporation expenses	5/17/01
24. Submit applications for tax-exempt status to IRS/FTB [†]	
25. Receive IRS determination ³	
26. Receive FTB determination ³	
27. Hire staff	N/A
28. Council adopts (or authorizes Board to adopt) conflict of interest code	
29. Council/Board establishes subgroups, committees and advisory bodies	
30. Council develops schedule of meetings	5/17/01
31. Board authorizes expenditures in accordance with adopted plan of service	5/17/01
32. Board prepares and authorizes budget and plan of service for upcoming year to be adopted by the Council at its annual meeting	5/17/01
33. Authorize filing of Statement By Domestic Nonprofit Corporation with Secretary of State	2/06/01
34. Authorize filing of Registration/Renewal Fee Report to Attorney General of California ⁵	

¹ Incorporation date.

² IRS Form SS-4.

³ Date of determination letters from IRS/FTB. If exemption applications submitted within 27/15 months, respectively, of incorporation date, exemption will be effective as of incorporation date.

⁴ EDD Form DE INP Registration Form For Non-Profit Employers.

⁵ Form RRF-1 filed annually on or before January 15.

[†] These actions may be taken by the Incorporator before the Council is convened. If any of the actions have not been taken by the Incorporator, the Council should adopt resolutions taking these actions.